

COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU

Departmental Quality Improvement Council Meeting

A G E N D A

September 8, 2014
9:00 – 10:30 a.m.
550 S. Vermont Ave., 2nd Floor Conference Room
Los Angeles, CA 90020

Naga Kasarabada, Ph.D., Chair

Karen Lee, M.D./Carol Eisen, M.D., Co-Chairs

I	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II	9:05 – 9:40	SA QIC Reports & Countywide Children's QIC Report	QIC Members
III	9:30 – 9:40	Provider Directory Updates	N. Kasarabada
IV	9:40 – 9:55	Change of Provider Report	N. Kasarabada
V	9:55 – 10:05	Clinical Quality Improvement ➤ OMD Report	C. Eisen/K. Lee
VI	10:05 – 10:15	Cultural Competency Updates	S. Chang Ptasinski
VII	10:15 – 10:20	PRO	M. Hernandez
VIII	10:20 – 10:30	Policy Update – Office of Compliance	R. Faveau
		Announcements:	

Next Meeting.
November 10, 2014
9:00 – 10:30 a.m.
550 S. Vermont Ave.
2nd Floor Conference Room
Los Angeles, CA 90020

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

Type of Meeting	Departmental Quality Improvement Council	Date:	September 8, 2014	
Place	550 S. Vermont Ave., 10 th Floor Conf. Rm.	Start Time:	9:00 a.m.	
Chair	Naga Kasarabada, Ph.D.	End Time:	10:30 a.m.	
Co-Chair	Carol Eisen, M.D./Karen Lee, M.D.			
Members Present	Alan Lert; Alyssa Bray; Aprill Baker; Bertrand Levesque; Carol Eisen; Charisse Scott; Cindy Pham; Claudia Fierro; Debra Mahoney; Elisabeth Gildemontes; Elizabeth Owens; Emilia Ramos; Gassia Ekizian; Greg Tchakmakjian; Hector Reyes; Helena Ditko; Isidoro Gonzalez; Jessica Wilkins; Kimber Salvaggio; Kumar Menon; Lisa Harvey; Lupe Ayala; Maria Gonzalez; Mary Ann O'Donnell; Michael Tredinnick; Michelle Munde; Monika Johnson; Naga Kasarabada; Randy Faveau; Sandra Chang-Ptasinski; Theodore Cannady; Vandana Joshi; Yolanda Lewis; Zully Chan			
Excused/Absent Members	Anahid Assatourian; Ann Lee; Barbara Paradise; Debi Berzon-Leitelt; Karen Lee; Leticia Ximenez; Martin Hernandez; Mary Crosby; Marylouise Barrosniska; Michelle Rittel; Misty Aranoff; Pamela Inaba;			
Agenda Item & Presenter	Discussion and Findings		Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.		Introductions were made.	N. Kasarabada
Review of Minutes	The August minutes were reviewed.		Minutes were reviewed and approved with the requested changes.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
SA QIC's Reports & Countywide Children's QIC Report	SA 1: No report.		
	SA 2 Children: Dark in August.		
	SA 2: Review and discussed OMD, CC and other QI related updates provided at the last DMH QIC meeting.	Next meeting: September 18, 2014. Dr. Joshi will present on Provider Directory at next meeting.	K. Salvaggio
	SA 2: Review and discussed OMD, CC and other QI related updates provided at the last DMH QIC meeting.	Next meeting: October 16, 2014.	K. Salvaggio
	SA 3: Heritage presented on their QI/QA process. Their main concern is how to improve their services and to assure that all providers are documenting their QI/QA activities.	Next meeting: September 17, 2014. Dr. Joshi will present on Provider Directory at next meeting.	B. Levesque
	SA 4: Dark in August.	Next meeting: September 16, 2014.	A. Bray
	SA 5: Dark in August.		
	SA 5: Dark in August.		
	SA 5: Dark in August.	Next meeting: September 30, 2014. Dr. Joshi will present on Provider Directory on November 25, 2014.	M. Johnson
	SA 5: Dark in August.		
	SA 5: Dark in August.		
	SA 5: Dark in August.		
	SA 5: Dark in August.		
	SA 5: Dark in August.		
	SA 5: Dark in August.		
	SA 5: Dark in August.		
	SA 5: Dark in August.		
	SA 5: Dark in August.		
	SA 5: Dark in August.		
	SA 5: Dark in August.		

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
SA QIC's Reports & Countywide Children's QIC Report Continued	SA 7: Dark in August.	Next meeting: September 9, 2014. Mr. Chang from National Senior Citizens Law Center is going to present on Coordinated Care Initiative Overview and Cal Medi-Connect for dual eligible beneficiaries and the current changes that are significant to clients.	L. Ayala
	SA 8: Dark in August.	Next meeting: September 17, 2014. Dr. Joshi will present on Provider Directory.	M. Munde
Countywide Children's QIC	Change of Provider report was discussed. Quarterly meeting scheduled has been changed to the second Thursday of the every month starting next year.	Next meeting: November 20, 2014. Ms. Ditko will present on Family Engagement. Counseling for Kids will present as well on their QI process.	D. Mahoney
MHSIP August 2013 Report	Dr. Kasarabada is currently reviewing the Mental Health Statistics Improvement Program (MHSIP) draft report.	Report will be posted once this is finalized.	N. Kasarabada
SA QIC project update	Dr. Kasarabada provided an update on the Family Engagement SA QIC project presented at the August QIC meeting. She met with Ms. Ditko to review the preliminary findings of the pre-training survey and the post training survey is being finalized to be sent to SA providers who participated in this training.	Some Service Areas have requested for this training at their SA QIC meeting and Executive Provider meeting.	N. Kasarabada

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Provider Directory Updates	<p>Dr. Kasarabada reminded all SA QIC chairs to encourage providers that they need to send all provider updates through formal notifications to Chief Information Office Bureau (CIOB). Any data reported on the Provider File Adjustment Request (PFAR) needs to be communicated through the correct process to CIOB.</p> <p>QID Cultural Competency liaisons are attending the SA QIC meetings to provide a demo on the online Provider Directory highlighting the new language capability which includes the translation information in several languages including non-threshold languages.</p>	<p>Dr. Joshi's updates are related to changes and updates specific to the actual provider information related to referrals such as language, cultural considerations and services. These updates can be communicated via the Location Management System (LMS) or the Network of Care (NOC).</p>	<p>N. Kasarabada V. Joshi</p>
Change of Provider Report	<p>Dr. Kasarabada thanked all QIC chairs/co-chairs for sending the Change of Provider logs for the FY to improve compliance on this reporting requirement. A majority of the providers have sent their logs with the exception of a few.</p>	<p>Dr. Kasarabada will continue to work with PRO to send reminders to providers who have not submitted their logs. Per Policy 200.02, all providers are required to have the Change of Provider forms available to beneficiaries in their clinic lobby and send in their monthly logs on the change of provider requests to PRO.</p> <p>Ms. Granston is in the process of creating a share point site form for SA QIC Chairs to update the provider contact information for change of provider logs to Patient Rights Office (PRO).</p>	<p>N. Kasarabada</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Clinical Quality Improvement OMD Report	<p>Dr. Eisen announced the roll-out of the new Risk Management software. Mr. Reyes from the Office of the Medical Director (OMD) provided an update that the Laura's Law Implementation is moving forward with the Assisted Outpatient Treatment (AOT) for Los Angeles (AOT-LA). The Department implemented a pilot in 2003. OMD will be working in conjunction with Department of Mental Health (DMH) Contract Providers, Emergency Outreach Bureau (EOB), and Countywide Resource Management (CRM).</p>	<p>The AOT-LA oversight committee will be meeting quarterly to review outreach and engagement data and to review how candidates are getting link to the treatment. The purpose of this group is to monitor the implementation, operations, and outcome of the DMH-AOT program on a quarterly basis. OMD will continue to coordinate meetings with EOB, and CRM to assure everything runs smoothly. A Board letter will go to the board in October for approval.</p>	<p>C. Eisen H. Reyes</p>
	<p>Ms. O'Donnell reported on the Safety Intelligence (SI). The new DMH event reporting system is the new DMH online event reporting platform, approved by the Board of Supervisors for all County Departments providing medical services. DMH Policy 202.18 which requires reporting clinical incidents, is currently under revision to reflect SI reporting.</p>	<p>SI system is expected to be operational for Directly-Operated Providers by the end of this year. Contract Providers will follow.</p>	<p>M. O'Donnell</p>
Cultural Competency Committee (CCC)	<p>Dr. Chang Ptasinski provided an update on the number of provider directory demos completed up-to-date.</p>	<p>Provider Directory demos will continue to be offered at all SA QIC meeting.</p>	<p>S. Chang Ptasinski</p>
	<p>The Lesbian, Gay, Bisexual, Transgender, Questioning (LGBTQ) workgroup is now an Under Represented Ethnic Populations (UREP) Subcommittee, qualifying for funds to work on capacity building projects.</p>		

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Patients' Rights Office (PRO) Policy Update – Office of Compliance	No report. Mr. Faveau from Compliance Office provided an update on policies and reviewed the handout.		R. Faveau
Announcements:	None		
Handouts:	➤ Policy Updates September 8, 2014		
Next Meeting:	November 10, 2014		

Respectfully Submitted,

Naga Kasarabada, Ph.D.